



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Motor Vehicles

1800 Kanawha Boulevard East • Building Three
Charleston, West Virginia 25317-0910

Bob Wise
Governor

Fred VanKirk, P.E.
Secretary

Roger Pritt
Commissioner

November 15, 2003

The Honorable Bob Wise
Governor of West Virginia
State Capitol
Charleston, WV 25305

Dear Governor Wise:

Pursuant to Constitutional requirements, I am pleased to submit to you the Division of Motor Vehicles' Annual Report for the fiscal year ending June 30, 2003.

This report is statistical in format and summarizes DMV's operations.

DMV revenue collections for Fiscal Year 2003 totaled \$274,159,960. I note with satisfaction that, in spite of increased budgetary pressure as the agency's mission grows more complex, DMV required only 15 percent of this total to meet its operating expenses.

Sincerely,

A handwritten signature in black ink that reads "Roger Pritt".

Roger Pritt
Commissioner

RLP/mjl
cc: Fred VanKirk, P.E.
Secretary of Transportation



FY 2003 ANNUAL REPORT

ROGER PRITT

Commissioner of Motor Vehicles

THOMAS D. SPRINKLE

Deputy Commissioner

STEVEN O. DALE

Executive Assistant to the Commissioner

MARK HOLMES

Executive Assistant to the Commissioner

DAVID H. BOLYARD

Director, Driver Services

RICHARD M. JOHNSTON

Director, Management Services

JILL M. BISSETT

General Counsel, Legal Services

LACY MORGAN, JR

Director, Information Services

GLENN O. PAULEY

Director, Vehicle Services

DMV REGIONAL OFFICES

BECKLEY

CLARKSBURG

ELKINS

FLATWOODS

FRANKLIN

HUNTINGTON

KANAWHA CITY

LOGAN

LEWISBURG

MARTINSBURG

MOOREFIELD

MORGANTOWN

MOUNDSVILLE

PARKERSBURG

POINT PLEASANT

PRINCETON

ROMNEY

SPENCER

WELCH

WILLIAMSON

WINFIELD

LICENSE EXAMINATION CENTERS

BUCKHANNON

CLAY

FAIRMONT

GAULEY BRIDGE

GLENVILLE

GRAFTON

GRANTSVILLE

HAMLIN

HARRISVILLE

HINTON

JESSE

KEYSER

KINGWOOD

MADISON

MARLINTON

NEW CUMBERLAND

OAK HILL

PADEN CITY

PARSONS

PHILLIPI

RAINELLE

RICHWOOD

RIPLEY

ST. MARYS

SUMMERSVILLE

UNION

WAYNE

WEBSTER SPRINGS

WELLSBURG

WESTON

WEST UNION

WHEELING

WHITESVILLE

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COMMISSIONER'S FOREWORD



I am pleased to report that DMV both continued and added new dimensions to its tradition of service to West Virginia motorists during FY 2003.

Facilitating e-commerce is a key priority for Governor Wise, and DMV continues to do its part. Making our NASCAR collector plates available on-line is a major advance in state government's provision of e-commerce options to the public. DMV customers may now pay for transactions by credit card. We continue to explore options for Internet renewal of license plates.

This past year we maintained momentum to bring motor vehicle services to the citizens of West Virginia. Offices were opened in Welch and Franklin. The Kanawha City office was moved and enlarged. The South Charleston State Police testing center was closed and relocated to the Kanawha City Office increasing driver testing hours. Our rigorous employee training program continues to ensure excellent customer service.

We have maintained our focus on highway safety issues. As the Governor's Highway Safety representative, I am proud that we have continued increasing seat belt usage during FY 2003. I hope to have similar success with legislation to lower the allowable blood alcohol content (BAC) rate for motorists.

Other highlights of DMV's year included:

- ◆ strengthening West Virginia driver's license identification and residency requirements for enhancing Homeland Security;
- ◆ increasing West Virginia's seat belt usage rate from 71.6% to 74% through support of the Click It or Ticket program;
- ◆ placing DMV's Driver Handbook and Annual Report on the Department of Transportation's web site (WVDOT.com);
- ◆ continuation of payment by credit card for DMV customers;
- ◆ NASCAR commemorative plates still available through our web site;

- ◆ providing state-of-the-art service to 1,280,548 regional office customers;
- ◆ collection of \$274,159,960 in revenues, 86% of which went into the West Virginia Road Fund;
- ◆ inauguration of three new license plates -- Certified Firefighter, United We Stand and 9/11 Commemorative;
- ◆ continued implementation of an electronic titling system, which enables motor vehicle dealers to issue license plates and transmit fee payments to DMV electronically;
- ◆ 2,689 Fuel Sticker Accounts, 15,022 Fuel Sticker Decals issued, 2,722 Motor Carrier Accounts (in-State Commercial Vehicles) 7,258 Decals is issued;
- ◆ the opening of 794 new commercial vehicle accounts--360 through the International Registration Program (IRP), and 44 through the International Fuel Tax Agreement;
- ◆ renewal of 3,273 commercial vehicle accounts, covering approximately 11,082 power units;
- ◆ received \$2,434,931 Federal Competitive Grants for various DMV projects, such as, CDL self-assessment, CVISN Deployment Workshops, Commercial Vehicle Crash Data Improvement, Social Security Number Verification Program, Traffic Crash Record Improvement, Automated Testing Center (Emphasis CDL), Odometer Fraud, Performance and Registration Information Systems Management, PRISM) Monitoring of CDL Third Party Examiners, National Motor Vehicle Title Information System.

I appreciate the opportunity to present this compilation of DMV efforts of the past fiscal year, and I look forward to another successful year for DMV in FY 2004.



Commissioner of Motor Vehicles



FY 2003 ANNUAL REPORT

NEW MOTOR VEHICLE LEGISLATION

Selected Summary

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE



SENATE BILL 162

SB 162 Expungment of Student Attended License Suspensions

SB 162 requires DMV to withhold from actions related to student attendance driver's license suspension program from driver records after the licensee reaches the age of 18.

SENATE BILL 182

Modify Child Passenger Safety Seat Law

SB 182 changes the criteria for passenger restraint systems for children. The new law stipulates that the child has to be at least age 4, or with at least 40 pounds before they may be restrained with only a seat belt rather than a child passenger safety device.

SENATE BILL 342

Non Citizen License Length to Match Visa Term

SB 342 requires driver's licenses issued to non-citizens to correspond to the length of time the non-citizen is legally authorized by the Immigration and Naturalization Service to be in this country.

SENATE BILL 388

Titling Requirements for Imported Vehicles

SB 388 changes the requirements for titling imported vehicles. Certain procedures are streamlined in recognition of the fact that some countries now manufacture vehicles that are in compliance with the United States Clean Air Act and the Motor Vehicle Safety Act.

SENATE BILL 390

Eliminates CDL Social Security Number Display

SB 390 eliminates the requirement that the CDL driver's license display the social number.

NEW MOTOR VEHICLE LAWS

House Bill 2190

Allow Farm Use Vehicles To Use the Road After Dark

HB 2190 allows Class A passenger type vehicles that display a farm use exemption certificate on the windshield (issued by County Assessors under WV Code 17A-3-2 to Farmers) to be operated at night if such vehicle has a current and valid inspection sticker. The Legislation goes on to require that these vehicles be inspected upon the vehicle owner's request.

House Bill 2763

Authorizes Roof Mounted Off Road Lighting Equipment

HB 2763 authorizes special roof mounted off road lighting equipment, (either original equipment or after market equipment) installed on some types of SUV's. These lights are authorized when and if the lights are covered, and not illuminated when the vehicle is operated on the road.

House Bill 2797

Authorized to Reimburse Board Travel Expenses

HB 2797 authorizes DMV to reimburse members of the Dealer Advisory Board and members of the Motorcycle Safety Awareness Board for travel and other necessary expenses. These board members serve without pay.

House Bill 2814

Increase Penalty for Failure to Yield the Right of Way

HB 2814 increases the criminal penalty for violating several right of way traffic laws. The first conviction penalty increases from a maximum \$100 to \$200 second conviction within one year increases from a maximum of \$200 to \$300, and the third or subsequent conviction penalty increases from a maximum of \$500 to \$1,000.





FY2003 ANNUAL REPORT

VEHICLE



SERVICES

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

VEHICLE SERVICES

The Vehicle Services Section titles and registers motor vehicles issues driver's licenses and monitors motor vehicle dealers, and operates regional offices in Beckley, Clarksburg, Elkins, Flatwoods, Franklin, Huntington, Kanawha City, Lewisburg, Logan, Martinsburg, Morgantown, Moorefield, Moundsville, Parkersburg, Point Pleasant, Princeton, Romney, Spencer, Welch, Williamson and Winfield.

TITLES AND REGISTRATION

The Titles and Registration Unit processes registrations and titles for all vehicles, (including motorboats), and issues special license plates and parking permits to handicapped drivers. Technological innovation has enabled the Unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in. Titles and Registration has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

DEALER SERVICES/LEASING

Dealer Services issues motor vehicle dealer licenses and license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services. West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. DMV accordingly follows a special process for titling leased vehicles. Dealer Services processed 3,543 leased-vehicle titles during FY 2003. Annual revenues under this program have increased from \$854,000 to \$4,919,741 since FY 1995.

REGIONAL OFFICE OPERATIONS

.This unit ensures that DMV's customer service activities are administratively centralized, while remaining operationally decentralized in regional, customer friendly offices. The combination yields maximum customer service flexibility and efficiency.

DRIVER EXAMINATIONS

DMV now has sole responsibility for all steps in the driver's license applicant examination process. Previously, DMV only handled the processing and issuance phases, while the State Police were in charge of the actual administration of examinations. The change not only enhances the speed and efficiency of DMV's customer service, it relieves the State Police of a drain on their manpower resources, and allows them to concentrate on law enforcement and criminal investigation.

VEHICLE SERVICES

VEHICLE DEALER OVERSIGHT

	FY 2002	FY 2003
Dealers licensed	1,968	1,917
Dealer pre-application inspections	331	319
Dealer applicant investigations	197	208
Dealer compliance investigations	996	1,012
Unlicensed dealer investigations	167	219
Reconstructed vehicle inspections	4,939	5,267
Temporary registration plates issued:	210,731	174,267
To motorcycles	N/A	4,418
To dealers	162,503	136,813
To license services	44,493	34,154
To auto auction	3,735	3,300
Leased Vehicle Titles Processed	N/A	3,543
Revenue Leased Vehicles	N/A	\$4,919,741

TITLE & REGISTRATION TRANSACTIONS

	FY 2002	FY 2003
Titles processed	781,501	761,848
License plate transfers	224,078	218,311
License plate exchanges	212	385
License plate duplicate issues	6,107	6,503
Duplicate decal issues	7,045	6,854
Lien recordings	268,602	256,665
Title file scans	782,767	765,775

VEHICLE SERVICES

REGISTRATIONS BY CLASS

CLASS	FY 2002	FY 2003
A -- Passenger	1,354,551	1,312,861
B -- Trucks	49,111	37,640
C -- Trailers, semis	73,156	82,110
G -- Motorcycles	30,290	18,725
H -- Buses	315	221
J -- Taxicabs	213	159
M -- Special mobile equipment	1,811	1,380
P -- Government	28,614	29,602
R -- Camping trailers	22,241	28,966
T -- Boat trailers	65,705	82,881
V -- Antique vehicles	8,480	9,408
X -- Farm vehicles	<u>3,232</u>	<u>2,205</u>
TOTAL	1,637,719	1,606,158

REGISTRATIONS BY COUNTY

	FY 2002	FY 2003
Barbour	13,835	13,396
Berkeley	75,626	77,260
Boone	21,135	21,185
Braxton	13,329	13,165
Brooke	19,442	18,870
Cabell	80,370	78,160
Calhoun	6,829	6,851
Clay	9,109	8,987
Doddridge	5,018	4,926
Fayette	42,082	41,550
Gilmer	5,847	5,828
Grant	12,724	12,499
Greenbrier	36,598	36,116
Hampshire	22,178	22,143
Hancock	30,885	30,038
Hardy	13,456	13,428
Harrison	63,019	62,135
Jackson	27,901	27,626
Jefferson	44,464	44,940
Kanawha	175,953	171,655

	FY 2002	FY 2003
Lewis	17,938	17,800
Lincoln	17,513	17,432
Logan	29,754	29,292
McDowell	19,985	19,373
Marion	53,263	50,964
Marshall	25,699	24,821
Mason	22,978	22,746
Mercer	55,894	54,112
Mineral	27,770	26,812
Mingo	23,872	23,427
Monongalia	57,628	56,943
Monroe	13,240	12,890
Morgan	15,556	15,640
Nicholas	26,317	25,927
Ohio	40,425	39,547
Pendleton	8,890	8,785
Pleasants	6,463	6,317
Pocahontas	9,591	9,472
Preston	28,933	28,584
Putnam	45,719	44,733

VEHICLE SERVICES

REGISTRATIONS BY COUNTY

continued

	FY 2002	FY 2003
Raleigh	65,994	65,124
Randolph	26,784	26,536
Ritchie	10,088	10,074
Roane	12,740	12,756
Summers	10,583	10,355
Taylor	12,495	11,868
Tucker	6,905	6,773
Tyler	7,872	7,783
Upshur	27,028	26,229
Wayne	27,016	26,343
Webster	8,949	8,979
Wetzel	18,490	18,387
Wirt	5,584	5,499
Wood	79,153	77,050
Wyoming	22,072	21,490
Out-of-State	28,764	24,537
Total	1,637,719	1,606,158

PERSONALIZED LICENSE PLATES



*WEST VIRGINIA
LICENSE PLATES*



*MAY BE
PERSONALIZED
TO ORDER*



	PERSONALIZED PLATES ISSUED
1987	16,267
1988	18,674
1989	20,841
1990	24,137
1991	25,725
1992	25,388
1993	25,992
1994	26,014
1995	26,192
1996	30,635
1997	31,908
1998	31,799
1999	31,262
2000	34,043
2001	34,043
2002	36,497
2003	37,705

VEHICLE SERVICES

SPECIAL & ORGANIZATIONAL PLATES

	FY 2002	FY 2003
Personalized	36,497	37,705
Veteran	18,005	17,463
EMS	929	974
Firefighter	4,361	4,498
Certified Firefighter	N/A	115
Medal of Honor	1	1
Pearl Harbor	81	79
Purple Heart	4,173	4,106
Prisoner of War	386	374
Disabled Veteran	2,041	2,369
National Guard	447	344
Governor's Numbers	1,206	1,097
Legislative	144	153
Ham radio	1,451	1,117
Antique	11,081	12,191
Handicapped	6,928	5,601
Military Organizations	879	956
Special Organizations	3,717	3,786
Patriotic	N/A	1,991
Silver-Haired Legislature	11	16
NASCAR	8,606	9,238
DNR Wildlife(Bird)	N/A	19,875
DNR Wildlife(Deer)	N/A	4,541

REGISTERED VEHICLE DEALERS

DEALER CLASSES: **D** -- New and used vehicles other than motorcycles **DTR** -- Trailers, semi-trailers, house trailers
DUC -- Used vehicles other than motorcycles **F** -- New and used motorcycles **MFG** -- Reconstructors, assemblers,
andreassemblers of vehicles with special bodies **TRS** -- Transporters of vehicles to or from plants or agents of a
manufacturer or purchaser **REP** -- Financial institutions authorized to repossess vehicles **DRV** -- Recreational vehicle
dealers **AA** -- Auctioneers **WDR** -- Dealers in used parts, wreckers and dismantlers of vehicles for resale of parts

COUNTY	CLASS										=
	D	DTR	DUC	F	MFG	TRS	REP	DRV	AA	WDR	
Barbour	2	0	14	0	0	0	0	2	0	3	21
Berkeley	5	14	71	2	0	0	0	3	1	12	108
Boone	2	3	9	2	0	0	0	2	0	0	18
Braxton	4	2	11	2	0	0	0	5	0	3	27
Brooke	2	2	9	1	0	0	0	1	0	3	18
Cabell	14	9	43	4	0	0	0	5	0	11	86
Calhoun	0	1	7	0	0	0	0	1	0	0	9
Clay	1	1	3	0	0	0	0	0	0	0	5
Doddridge	0	0	2	0	0	0	0	0	0	0	2
Fayette	5	3	20	0	0	0	0	0	1	0	29
Gilmer	0	1	3	0	0	0	0	0	0	0	4
Grant	1	1	12	1	0	0	0	1	0	0	16
Greenbrier	7	3	18	2	0	0	0	4	0	3	37
Hampshire	1	7	25	4	1	0	0	3	0	0	41
Hancock	5	2	13	1	0	0	0	1	0	3	25
Hardy	2	3	15	0	0	0	0	1	0	0	21
Harrison	8	5	68	4	0	0	0	5	1	4	95
Jackson	3	11	23	0	0	0	0	2	1	2	42

VEHICLE SERVICES

REGISTERED VEHICLE DEALERS

continued

COUNTY	CLASS										=
	D	D T R	D U C	F	M F G	T R S	R E P	D R V	A A	W D R	
Jefferson	3	2	16	1	0	0	0	0	1	6	29
Kanawha	23	19	59	6	0	1	0	11	2	8	129
Lewis	5	1	15	0	0	0	0	3	0	4	28
Lincoln	0	1	11	0	0	0	0	0	0	4	16
Logan	4	4	21	2	0	0	0	4	0	1	36
Marion	4	0	15	0	0	0	0	1	0	6	26
Marshall	0	2	3	0	0	0	0	0	0	2	7
Mason	0	1	11	0	0	0	0	0	0	0	12
McDowell	8	6	57	2	1	0	0	4	0	7	85
Mercer	7	9	53	3	0	0	0	5	1	9	87
Mineral	4	5	25	1	0	0	0	2	0	4	41
Mingo	5	1	9	2	0	0	0	1	0	1	19
Monongalia	9	3	49	2	1	0	0	3	1	15	83
Monroe	1	1	11	0	0	0	0	0	0	1	14
Morgan	0	4	8	1	0	0	0	2	0	1	16
Nicholas	3	5	19	2	0	0	0	5	0	2	36
Ohio	12	5	15	3	0	0	0	3	0	1	39
Pendleton	0	1	7	0	0	0	0	0	0	0	8
Pleasants	1	2	4	0	1	0	0	2	0	0	10
Pocahontas	2	0	4	0	0	0	0	0	0	1	7
Preston	7	4	37	0	0	0	0	0	0	1	49

REGISTERED VEHICLE DEALERS

continued

COUNTY	CLASS										
	D	D T R	D U C	F	M F G	T R S	R E P	D R V	A A	W D R	=
Putnam	5	7	13	2	2	0	0	4	1	3	37
Raleigh	12	15	52	4	0	0	0	8	0	1	92
Randolph	8	7	29	3	0	0	0	5	0	3	55
Ritchie	2	4	3	0	1	0	0	2	0	0	12
Roane	2	1	11	0	0	0	0	0	0	1	15
Summers	0	0	7	0	0	0	0	1	0	0	8
Taylor	1	1	13	0	0	0	0	0	0	5	20
Tucker	1	0	4	0	0	0	0	0	0	1	6
Tyler	2	1	3	0	0	0	0	1	0	1	8
Upshur	3	1	20	2	0	0	0	2	1	2	31
Wayne	2	1	22	1	0	1	0	4	0	8	39
Webster	1	1	8	0	0	0	0	1	0	2	13
Wetzel	3	1	9	1	0	0	0	1	0	1	16
Wirt	0	0	4	0	0	0	0	0	0	1	5
Wood	12	8	70	5	3	0	0	9	0	4	116
Wyoming	0	1	11	0	0	0	0	1	0	1	14
TOTAL	213	193	1,097	65	11	1	0	122	9	152	1,863

VEHICLE SERVICES

REGIONAL OFFICE REVENUE-FY'-03

Beckley	6,892,780.32
Clarksburg	5,507,979.77
Elkins	5,294,884.49
Flatwoods	2,387,139.77
Franklin 3/03	164,002.43
Huntington	12,457,854.19
Kanawha City	8,393,279.16
Lewisburg	2,221,609.24
Logan	4,995,306.50
Martinsburg	15,282,233.38
Moorefield	2,387,600.62
Morgantown	8,540,816.37
Moundsville	8,855,590.45
Parkersburg	7,007,600.02
Point Pleasant	1,263,838.33
Princeton	5,145,770.60
Romney	1,842,747.17
Spencer	683,447.11
Welch 5/03	69,552.55
Williamson	735,685.19
Winfield	<u>8,955,901.31</u>
TOTAL REVENUE	\$109,319,217.08

MOTORBOAT REGISTRATIONS

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Barbour	411	65	2	478
Berkeley	1821	224	0	2045
Boone	824	47	1	872
Braxton	582	92	7	681
Brooke	621	62	3	694
Cabell	2334	115	4	2453
Calhoun	186	29	0	215
Clay	360	50	2	412
Doddridge	131	59	0	190
Fayette	1591	77	9	1677
Gilmer	116	13	0	140
Grant	311	73	0	384
Greenbrier	830	236	6	1072
Hampshire	520	183	6	709
Hancock	721	72	5	798
Hardy	327	144	1	472
Harrison	1865	391	4	2260
Jackson	1104	119	2	1225
Jefferson	854	100	1	955
Kanawha	5983	411	128	6522

VEHICLE SERVICES

MOTORBOAT REGISTRATIONS

continued

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (codes I,J,K,L)	TOTAL
Lewis	822	60	5	887
Lincoln	698	41	1	740
Logan	1048	87	4	1139
Marion	1633	224	11	1868
Marshall	761	176	3	940
Mason	807	114	6	927
McDowell	436	36	0	472
Mercer	1649	133	0	1782
Mineral	638	164	4	806
Mingo	845	82	0	927
Monongalia	1859	142	11	2012
Monroe	292	36	6	334
Morgan	448	112	0	560
Nicholas	1167	100	1	1268
Ohio	841	120	6	967
Pendleton	100	37	8	145
Pleasants	291	60	4	355
Pocahontas	146	36	0	182
Preston	573	108	0	681
Putnam	1715	120	3	1838

MOTORBOAT REGISTRATIONS

continued

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Raleigh	2351	99	5	2455
Randolph	627	105	3	735
Ritchie	268	111	1	380
Roane	458	117	2	577
Summers	402	12	5	419
Taylor	511	45	1	557
Tucker	145	23	0	168
Tyler	306	148	1	455
Upshur	857	59	19	935
Wayne	1316	37	1	1354
Webster	356	31	0	387
Wetzel	514	121	0	635
Wirt	211	44	0	255
Wood	2635	440	26	3101
Wyoming	1082	65	3	1150
Out-of-state	169	17	0	186
TOTAL	50,469	6,043	321	56,833

VEHICLE SERVICES

DRIVER EXAMINATION TOTALS -- FY '03

Graduated Driver's License & Learner's Permit

GDL LEVEL 1 WRITTEN		GDL LEVEL 2 SKILLS		LEARNER'S PERMIT		GDL & LEARNER'S TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
15,642	20,407	12,786	2,794	16,385	16,329	43,373	37,667
36,049		15,580		32,714		84,343	

Class E (regular driver's license)

DRIVING SKILLS	
<i>pass</i>	<i>fail</i>
12,205	2,737
14,942	

Commercial Driver's License

GENERAL KNOWLEDGE		AIR BRAKES		COMBINATION TRAILERS		DOUBLES & TRIPLES	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
2,356	1,390	2,255	607	1,661	545	642	212
3,746		2,862		2,206		854	

TANKER TRAILERS		HAZARDOUS MATERIALS		PASSENGER ENDORSEMENT		PRE-TRIP INSPECTION	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
1,148	150	2,897	1,534	571	235	2,350	174
1,298		4,431		806		2,524	

DRIVER EXAMINATION TOTALS -- FY '03

Commercial Driver's License (continued)

BASIC CONTROL SKILLS		SKILLS TESTING		CDL TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
2,336	122	2,312	50	44,813	39,530
2,458		2,362		2,362	

Motorcycle

MOTORCYCLE SKILLS		MOTORCYCLE WRITTEN		MOTORCYCLE TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
1,664	567	5,411	2,642	7,075	3,209
2,231		8,053		10,284	

Motorcycle Safety Training

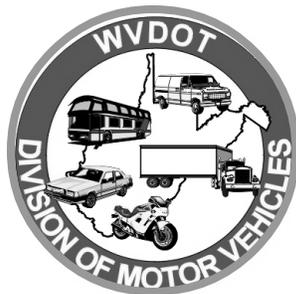
Trained

305



F Y 2 0 0 3 A N N U A L R E P O R T

MOTOR CARRIER



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

MOTOR CARRIER SERVICES

This branch of DMV oversees credential issuance to and revenue collection from the commercial trucking industry.

Motor Carrier Services administers West Virginia's participation in two multijurisdictional revenue and credential reciprocity compacts: the International Fuel Tax Agreement (IFTA), and the International Registration Plan (IRP). IFTA administers credentialing for commercial fuel taxes. IRP regulates commercial vehicle registration.

These two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry, and bring maximum economic efficiency to interstate and U.S.-Canadian commerce. IRP and IFTA enable U.S. and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdictions.

The compacts require all vehicles of more than 26,000 pounds GVW and having three or more axles to register their vehicles and pay their fees in their home jurisdictions.

Nine Canadian provinces and all the states of the continental U.S. recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental US.

The Motor Carrier Services Section also serves as the lead agency for the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation System/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration. CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

OTHER OPERATIONS

- Collection of apportioned ad valorem fees for WV counties
- Advice and training for law enforcement personnel and others concerning policies, regulations and statutes pertaining to commercial vehicles
- Processing and issuance of fuel tax decals for intrastate motor carriers

GOALS & OBJECTIVES

- Implement new state of the art web based registration system
- Reduce the registration/application-processing burden for West Virginia's motor carriers
- Relocate IRP office to a more convenient location for WV motor carriers
- Make IRP/IFTA credentialing available through DMV regional offices
- Develop electronic credentialing and self-credentialing for motor carriers
- Streamline administration of motor carrier credentialing and taxation
- Continue implementation of national ITS/CVO initiatives
- Reduce administrative paperwork through application of state-of-the-art technology
- Enhance compliance with motor carrier regulations through application of state-of-the-art technology
- Implement the PRISM program to improve the safety performance of high-risk carriers

FY 2004 PROJECTIONS

Carriers registered in IRP	3,300	IFTA decal issues	15,500
Trucks registered in IRP	12,500	Road tax accounts	2,750
IFTA accounts	2,750	Road tax decals issued	7,500

MOTOR CARRIER SERVICES

IRP REGISTRANTS

	FY 2002	FY 2003
Power units	10,890	11,082
Carriers	3,168	3,273

IRP REVENUE

	FY 2002	FY 2003
For West Virginia	9,079,869	10,218,748
For all other states	3,940,389	2,864,717
Ad valorem fees	7,878,870	7,299,688

IFTA PARTICIPATION

	FY 2002	FY 2003
Members	2,938	2,689
Decals issued	15,013	15,022

MOTOR CARRIER SERVICES

ROAD TAX REGISTRANTS

	FY 2002	FY 2003
Members	2,528	2,722
Decals issued	7,357	7,258

COMMERCIAL DRIVER'S LICENSE HOLDERS

	FY 2002	FY 2003
	68,343	71,895



FY 2003 ANNUAL REPORT

LEGAL



SERVICES

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

LEGAL SERVICES

The Legal Services Section serves as DMV's in-house counsel, conducts administrative hearings that arise from disciplinary actions taken by DMV against drivers, license services and motor vehicle dealerships, and tracks relevant court proceedings.

Legal Services also provides a liaison with the Attorney General's Office, and with county prosecuting attorneys who represent DMV in criminal and administrative proceedings. Legal Services' other duties include representing DMV in personnel grievances, and assisting in the drafting of DMV's legislative proposals.

Semiannual conferences keep the Section's hearing examiners informed of new case law and legislative revisions of the West Virginia Code. Legal Services' computer system is being updated so that hearing examiners may adjudicate hearings with maximum speed.

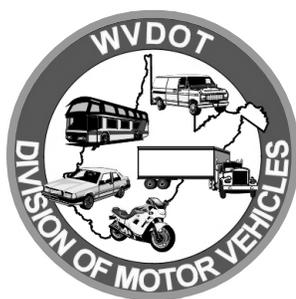
ADMINISTRATIVE HEARINGS

TYPE OF HEARING	FY 2002	FY 2003
Driving under the influence of alcohol	3,351	3,234
Refusal to submit to blood alcohol content test	411	617
Under 21, any measurable blood alcohol content	24	39
Point system	24	31
Compulsory insurance	148	153
Medical suspensions	24	29
Fraudulent driver's license	1	2
Motor vehicle dealer revocations	5	0
Unpaid tickets	7	6
Student attendance program	2	2
Identity	34	N/A
Mandatory revocations	5	N/A
Total Administrative Hearings Held	4,036	4,115
TOTAL ADMINISTRATIVE DECISIONS RENDERED	3,385	3,660



FY 2003 ANNUAL REPORT

INFORMATION



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

INFORMATION SERVICES

DATA ENTRY UNIT

The Data Entry Unit verifies and enters vehicle titling and licensing information, verifies and distributes title documents, registration cards and related reports, assists DMV regional offices, and performs general information troubleshooting services agency-wide.

RECORDS UNIT

The Records Unit maintains the agency's records, and responds to access requests from legally authorized sources. The Unit is also responsible for the optical imaging of all DMV files.

DRIVER'S HELP DESK UNIT

The Driver's Help Desk Unit provides support and training to all issuing agents.

PROGRAM ANALYSIS UNIT

The Program Analysis Unit provides inhouse technical support, including computer-generated job distribution, ad hoc reporting, project development, and special assignments.



FY 2003 ANNUAL REPORT

DRIVER



SERVICES

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Grant	7,564	93	772	8,429
Greenbrier	24,721	1,198	1,620	27,539
Hampshire	13,929	175	1,263	15,367
Hancock	25,303	251	1,131	26,685
Hardy	8,600	101	791	9,492
Harrison	48,967	1,830	2,423	53,220
Jackson	19,847	504	1,275	21,626
Jefferson	32,507	507	1,398	34,412
Kanawha	138,726	4,632	6,621	149,979
Lewis	12,006	478	1,116	13,600
Lincoln	13,130	544	1,310	14,984
Logan	25,070	879	1,644	27,593
Marion	40,388	1,619	1,787	43,794
Marshall	21,386	367	1,244	22,997
Mason	17,442	393	991	18,826
McDowell	16,942	501	1,051	18,494
Mercer	43,089	938	2,491	46,518
Mineral	19,730	308	1,263	21,301
Mingo	19,733	486	1,327	21,546
Mononglia	49,207	1,336	1,532	52,075

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Monroe	9,005	324	645	9,974
Morgan	10,316	253	730	11,299
Nicholas	17,638	698	1,570	19,906
Ohio	33,800	598	1,443	35,841
Pendleton	5,427	59	518	6,004
Pleasants	4,720	170	344	5,234
Pocahontas	5,816	230	589	6,635
Preston	19,846	751	1,714	22,311
Putnam	35,005	1,177	2,129	38,311
Raleigh	51,430	1,690	2,811	55,931
Randolph	19,004	794	1,390	21,188
Ritchie	6,916	273	548	7,735
Roane	9,418	275	743	10,436
Summers	7,934	287	505	8,726
Taylor	9,199	347	573	10,119
Tucker	4,837	185	345	5,367
Tyler	6,032	151	356	6,539
Upshur	14,902	511	1,245	16,658
Wayne	21,931	476	1,461	23,868
Webster	6,005	323	527	6,855

DRIVER SERVICES

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Wetzel	13,560	452	789	14,801
Wirt	3,924	122	317	4,363
Wood	61,219	1,606	2,842	65,667
Wyoming	16,694	314	1,101	18,109
TOTAL	1,218,700	35,863	71,895	1,326,458

TOTAL CREDENTIALS CURRENTLY ISSUED

TOTAL MALE LICENSED DRIVERS	661,774
TOTAL FEMALE LICENSED DRIVERS	664,684
CHILDREN'S IDs	8,140
EMPLOYEE IDs	23,630
NON-DRIVER IDs	163,671

safer
of all ages
keeps west virginians
GRADUATED LICENSING

DRIVER IMPROVEMENT

DMV's Driver Improvement Unit administers laws and regulations governing the restriction, suspension, revocation, and restoration of driving privileges. The Unit also schedules driver reexaminations, issues driving records, and administers DMV's Safety and Treatment Program for DUI offenders.

The Division's Safety and Treatment Program allows both private mental health providers and state-funded facilities to offer educational and rehabilitative services, thus maximizing availability of the program to DUI offenders. The Division's Safety and Treatment Program helps DUI offenders acknowledge the effects of alcohol on their lives, and provides them the means to resolve their alcohol-related problems. DMV employs a chemical dependency specialist to oversee the treatment of DUI offenders.

DMV's Alcohol Test and Lock Program makes it possible to restrict rather than revoke the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of participants' vehicles. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock if they appeal their license revocations, have a previous conviction for driving while revoked/suspended within the last two years, or have been convicted of DUI involving death, serious injury, or controlled substances. Participants must first serve a 30-day license revocation (first offense), and enroll in safety and treatment programs. They may drive only to or from work, school, AA meetings, or safety and treatment programs. Test and Lock enables participants to avoid the disruption of their efforts to lead orderly lives that license revocation would cause. DMV statistics show that the rate of DUI recidivism is much lower among Test and Lock participants than among the general population. Thus, Test and Lock benefits both society and the problem driver.

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. DMV suspends the licenses of West Virginia motorists who fail to satisfy a complaint originating from other U.S. jurisdictions. Licenses are reinstated upon proof of satisfaction.

DMV tracks problem drivers and takes corrective action when necessary to ensure that all licensees drive responsibly. Those who fail may lose their driving privilege through the accumulation of points against their license. The Division also suspends the license of any person under age 18 who is not a high school graduate or currently enrolled in school or a general educational development (GED) program.

LICENSE REVOCATIONS / SUSPENSIONS

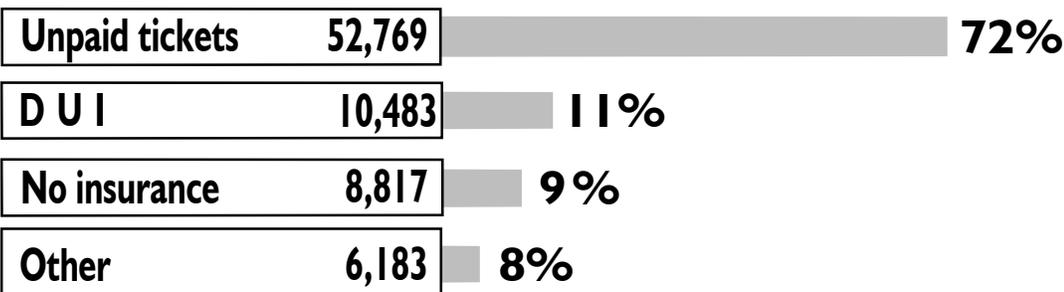
DMV’s responsibility does not end with the issuance of driver’s licenses. The Division monitors the driving activity of all licensees through a number of methods.

The Driver’s License Advisory Board is appointed by the Governor, with the advice and consent of the Senate. The Board advises the Commissioner of Motor Vehicles on vision standards and medical criteria relevant to the licensing of drivers. The Board’s five members are all physicians, one of whom must be an ophthalmologist.

The main purpose of any license suspension is to protect the public from drivers who operate their vehicle in an unsafe or illegal manner, and to offer opportunities for motorists to improve their driving through participation in safety and training programs.

West Virginia was one of the first states to implement extrajudicial administrative sanctions for DUI offenders. The federal government followed West Virginia’s lead, and now requires all states to perform an administrative review of all DUI arrests, in order to remain eligible for certain federal transportation and safety grants.

REVOCATION / SUSPENSION TOTALS -- FY '03



Mandatory revocations	89	Fraudulence	25
Point system violations	1898	Drivers under 21, any measurable alcohol	307
Truants/dropouts under 18	589	GDL, two or more tickets	283
Failed reexaminations	120	Driving while revoked/suspended	2,739
Medical	80	Unpaid child support	53

DRIVER IMPROVEMENT STATISTICS

DRIVING UNDER THE INFLUENCE	FY 2002	FY 2003
DUI revocations	8,973	10,483
Under 21, any measurable blood alcohol content	231	307
Hearings held	3,786	4,463
Decisions rendered	3,178	3,922
Revocations upheld	2,198	2,487
Revocations dismissed	980	1,435
Insufficient evidence	400	402
Arresting officer did not appear	477	931
Arresting officer did not present evidence	103	102
Total convictions from magistrate courts	3,579	3,628
Total convictions from circuit court	180	189
Total convictions from municipal court	318	456
Persons completing safety and treatment program	4,000	3,693
Alcohol Test and Lock Program		
Applications	449	446
Installations	292	312
Enrollees completing program	284	271
RESIDENT VIOLATORS		
License suspensions	55,700	50,600
License reinstatements	32,985	31,710
STUDENT ATTENDANCE PROGRAM		
Notices received	1,893	2,159
License suspensions	570	589
License reinstatements	560	493

DRIVER IMPROVEMENT STATISTICS

continued

OFFENSES REQUIRING REVOCATION

	FY 2002	FY 2003
Reckless driving (third offense in 24 months)	0	0
Driving while revoked or suspended	2,293	2,739
Speed racing (on a public street or highway)	49	39
Hit and run (personal injury)	9	7
Manslaughter (negligent homicide)	0	3
Leaving the scene of an accident	46	40

POINT SYSTEM

Letters of caution issued	NA	10,672
Suspensions	658	1,898
Hearings	24	31
Reinstatements	891	1,455
Medical file hearings held	75	80

REPORTED TRAFFIC CONVICTIONS

	1,110	1,184
Reckless/Hazardous driving	204	141
Speeding in a school zone	28,385	26,569
Speeding	5	11
Hit and run (property damage)	495	501
Leaving accident (property damage)	53	69
Passing stopped school bus		

DRIVER IMPROVEMENT STATISTICS

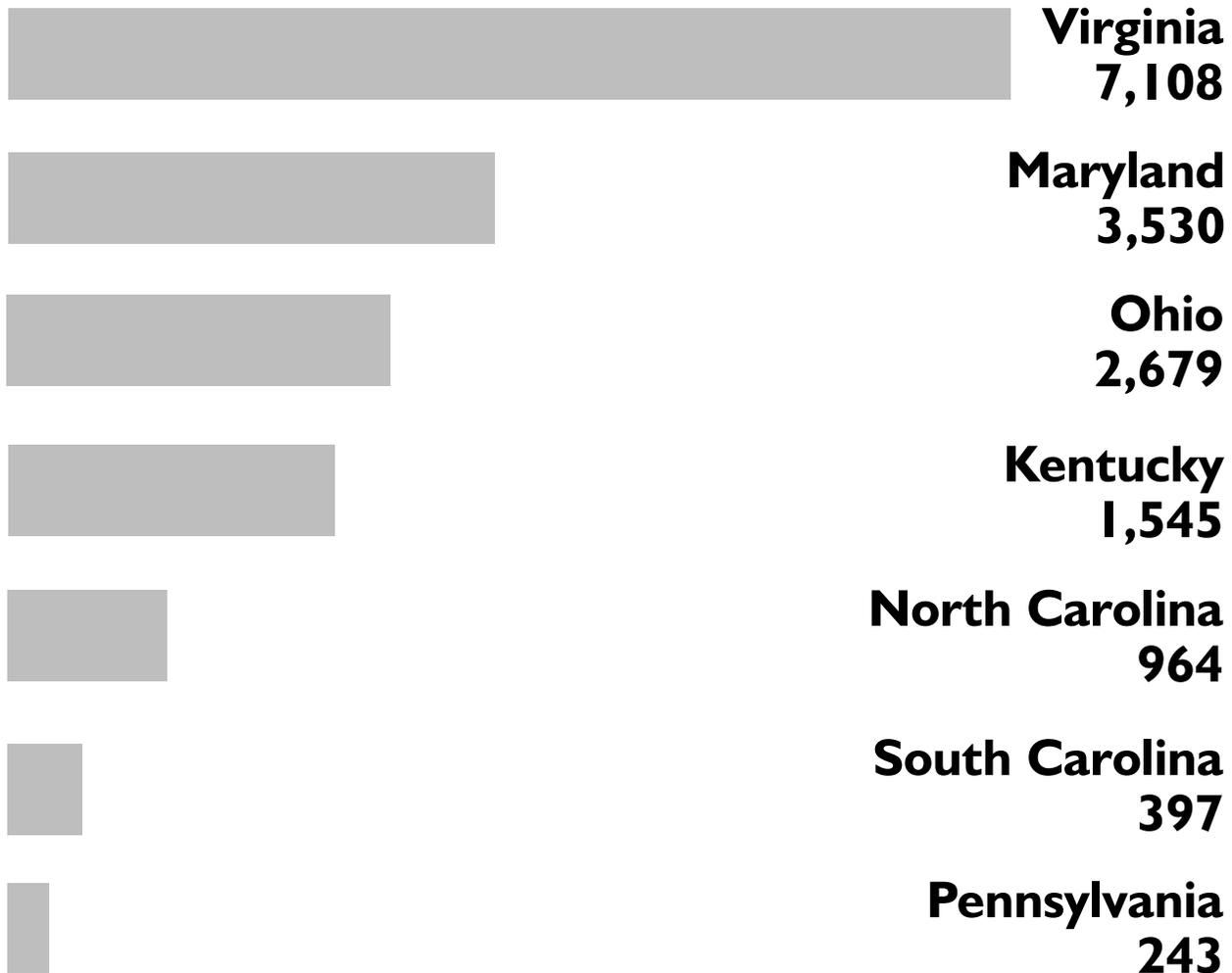
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	FY 2002	FY 2003
Improper passing	798	825
Improper signal/no signal	141	135
Improper lane change	150	168
Failure to keep in proper lane	78	86
Failure to follow police officer's instructions	15	24
Failure to yield to an emergency vehicle	49	40
Failure to obey traffic sign/control device	4,196	3,934
Driving left of center	743	714
Driving too fast for conditions	106	132
Failure to keep vehicle under control	2,129	2,115
Failure to yield when merging	1,685	1,690
Following too closely	431	432
Driving with more than three people in front	52	45
Driving wrong way on a one-way street	144	166
Driving on wrong side of road	0	1
Making improper turn	399	347
Improper backing	109	113

DRIVER'S LICENSE COMPACT

The Driver's License Compact is an agreement among 46 states (excluding Wisconsin, Michigan, Kentucky and Georgia) to report nonresident traffic offenders to their home jurisdictions.

VIOLATIONS BY W.VA. DRIVERS, NEARBY STATES



VIOLATIONS REPORTED, ALL STATES

	FY 2002	FY 2003
Alabama	86	81
Alaska	<i>no report</i>	<i>no report</i>
Arizona	31	19
Arkansas	15	23
California	38	44
Colorado	24	21
Connecticut	25	22
Delaware	79	78
Dist. of Columbia	<i>no report</i>	<i>no report</i>
Florida	101	60
Georgia	136	51
Hawaii	<i>no report</i>	<i>no report</i>
Idaho	15	22
Illinois	126	120
Indiana	132	224
Iowa	46	56
Kansas	62	51
Kentucky	1,527	1,545
Louisiana	12	34
Maine	10	3
Maryland	3,307	3,530

VIOLATIONS REPORTED, ALL STATES

continued

	FY 2002	FY 2003
Massachusetts	13	12
Michigan	108	139
Minnesota	13	15
Mississippi	26	19
Missouri	74	128
Montana	18	11
Nebraska	14	25
Nevada	13	9
New Hampshire	<i>no report</i>	<i>no report</i>
New Jersey	59	60
New Mexico	1	43
New York	222	255
N. Carolina	742	964
N. Dakota	33	20
Ohio	2,562	2,679
Oklahoma	26	19
Oregon	19	26
Pennsylvania	325	243
Rhode Island	<i>no report</i>	<i>no report</i>
S. Carolina	646	897
S. Dakota	3	7

continued

VIOLATIONS REPORTED, ALL STATES

	FY 2002	FY 2003
Tennessee	160	211
Texas	57	52
Utah	23	23
Vermont	2	4
Virginia	6,862	7,108
Washington	36	49
Wisconsin	26	15
Wyoming	42	51
TOTAL	17,897	18,568

Forty-four states (excluding California, Oregon, Montana, Wisconsin, Michigan and Alaska) allow nonresident motorists to accept a traffic citation for certain violations and proceed on their way without delay. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic complaint issued in another state.

	FY 2002	FY 2003
Noncompliance reports from other states	3,355	3,206
Noncompliance files closed upon proof of compliance	922	1,506
License suspended for failure to comply	1,365	2,169
Notices mailed to other states	12,535	12,126

RESIDENT VIOLATOR

	FY 2002	FY 2003
Notices received	66,691	62,007
Suspensions	55,700	50,606
Reinstatements/Cleared	32,985	31,710

COMPULSORY INSURANCE

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. Vehicle registrants are required to complete an owner's statement of insurance when a vehicle is registered. Through random sample verification procedures, motorists are asked to provide current proof of insurance, and insurance companies are asked to confirm owners' statements of insurance. Accident reports submitted by investigating law enforcement officers are checked for insurance information. Court reports of citations for failure to have insurance are also used. Penalties for driving without insurance include both license and registration suspension. Below is an accounting of the Division's insurance-related administrative actions.

Court Reports	FY 2002	FY 2003
Suspension letters	8,493	7,919
Driver's license suspensions	4,415	5,556
Vehicle license suspensions	2,984	3,250
State Police serve orders	1,157	1,254
Total accident/court susp. letters	13,430	12,143

Verifications	FY 2002	FY 2003
Verifications requested	12,133	13,736
Certified suspension letters	2,420	3,544
Driver's licenses revoked	677	702
Vehicle licenses suspended	734	761
State Police serve orders	480	674

COMPULSORY INSURANCE

continued

	FY 2002	FY 2003
Accident Reports		
Pending suspension letters	5,350	4,460
Driver's license suspensions	2,246	1,883
Vehicle license suspensions	1,552	1,218
State Police serve orders	759	648
Cancellations		
Pending suspension letters	2,654	3,691
Driver's license suspensions	390	396
Vehicle license suspensions	421	401
Certified suspension letters	262	1,486
Judgments		
Suspension letters	242	282
Driver's license suspensions	261	280
Vehicle license suspensions	64	54
State Police serve orders	21	15

GOVERNOR'S HIGHWAY SAFETY PROGRAM

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, which is located at # 2 Hale Street, Charleston, WV 25301. DMV Commissioner Roger Pritt is Governor Wise's Representative for Highway Safety.

The National Highway Traffic Safety Administration (NHTSA) awards highway safety-enhancement funds to the various states, according to their specific needs. The areas of need that NHTSA consider include Substance-Impaired Driving Prevention, Vehicle Occupant Protection, Police Traffic Services, Traffic Records, Motorcycle/Bicycle/Pedestrian Safety, Emergency Medical Services.

In turn, the Governor's Highway Safety Program encourages, promotes, and supports eight Traffic Safety Programs through out West Virginia. The Traffic Safety Programs are located in the population centers of Charleston, Parkersburg, Beckley, Huntington, Martinsburg, Wheeling Bluefield, and Clarksburg. Their mission is to develop and implement the measures that their regions require to lower crashes, injuries and fatalities on the roadways in West Virginia. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems. The entire state is covered by these eight programs. Traffic Safety Programs received approximately 50 percent of West Virginia's federal highway safety improvement funding. These Traffic Safety programs also assist the GHSP and DMV in informing the public about highway safety enhancement legislation.

The Governor's Highway Safety Program evaluates its performance annually, according to the progress it has made in reaching three goals for 2003:

- ◆ Reduce the fatality rate rate per 100 million vehicle miles traveled (VMT) from 2.08 in 1998 to 1.75 in year 2005 (2002 rate 2.2)
- ◆ Reduce the fatality rate per 10,000 residents from 2.13 in 1998 to 1.9 in year 2005. (2002 rate 2.4)
- ◆ Reduce the number of injuries per 100 million miles traveled from 135 in 1998 to 120 in the year 2005. (2002 - 129)

The GHSP has made significant progress toward the long range goals in many areas, however, traffic fatalities in 2002 did increase compared to 2001. We are currently evaluating the data and developing additional countermeasures to address this increase. We are still experiencing a decline in injuries. The GHSP focuses its efforts statewide, regionally and locally. We feel that the overall efforts of everyone involved in highway safety is having a positive effect on driving behavior in West Virginia.

GHSP PUBLIC INFORMATION

GHSP's public information efforts focus on awareness, education and the promotion of highway safety initiatives such as seat belt use, consequences of impaired driving, child passenger safety, and bicycle safety. Changing driver behavior is emphasized as the key to successful highway safety programs.

DUI COUNTERMEASURES

The GHSP continues to support lowering of the blood alcohol level for drivers from .10 to .08 percent. The GHSP participates in a NHTSA Region III Impaired Driving Initiative "Checkpoint Strikeforce". In 2003, we sponsored a minimum of one sobriety checkpoint a week in West Virginia. We also held a Border to Border event in June which involved several law enforcement agencies around the state holding checkpoints on the same night in an effort to raise awareness and stop impaired drivers. We are working closely with the Commission on Drunk Driving Prevention, State and local law enforcement on lowering the alcohol involved fatality rate from its current level of 39.19%.

GHSP SEAT BELT INITIATIVES

The safety belt usage rate was 49.5% in 2000 when the GHSP developed the "Click it or Ticket Challenge". The rate went to 52% in November 2001. As a direct result of the Click it or Ticket Program, and with the assistance of our law enforcement partners and a large paid media effort, our seat belt usage rate soared to an all time high of 71.6% in June 2002. In June 2003, after another successful year of Click it or Ticket campaign, our usage rate jumped to 74%. The GHSP has designated occupant protection as our number one priority, and we have contracted the services of a full-time law enforcement liaison to coordinate our efforts with law enforcement community. Agencies who fully participate in this project are awarded funding for training, equipment, and overtime enforcement projects.



The GHSP also offers two training classes in occupant protection issues: Traffic Occupant Protection Strategies (TOPS) and Child Passenger Safety Technician (CPS). Other than training on these issues, the GHSP provides funding for Child Passenger Safety Clinics and Safety Loaner programs throughout West Virginia.

Our goal in 2003/2004 is to increase the seat belt usage rate on state roads to 78% and to 85% by 2005.

GHSP FUNDING SOURCES & EXPENDITURES -- FY '03

	\$ Federal Funds	\$ Matching Funds
Planning and administration	106,000	106,000
Project funds	<u>2,559,788</u>	<u>751,600</u>
	2,665,788	857,600

GHSP FEDERAL FUNDING POLICY COMPLIANCE

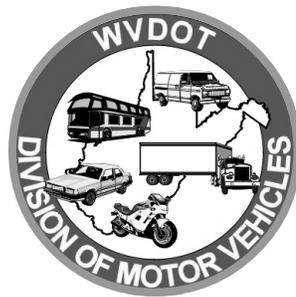
NHTSA grant funding policy states that no more than 10 percent of a NHTSA grant may be expended on administrative cost. Federal statute requires that local political subdivisions be allocated at least 40 percent of all federal highway safety funding the state receives. GHSP distributed 60 percent of its FY-03 federal funding to various local governments, exceeding the requirement.

NHTSA requires that the state match only 25 percent of all NHTSA funding received by the GHSP. The states FY 2003 allocation to the GHSP exceeded this requirement.



FY 2003 ANNUAL REPORT

MANAGEMENT



SERVICES

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE



MANAGEMENT SERVICES

Management Services performs DMV's various administrative and fiscal tasks, including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

Management Services processes title work and vehicle renewals received via U.S. Mail. During FY 2003, the Receiving and Processing Unit of Management Services processed 260,075 vehicle titles and title applications. The efficient operation of this unit enables DMV to deposit privilege tax remittances from vehicle owners within 24 hours of receipt, and to track the status of vehicle title work during processing.

DMV now accepts credit card payment for specialty plates purchased via internet or U.S. Mail.

Management Services sent 400,338 customer checks to the state Treasurer's office for remittance processing during FY 2003. Over 1,660 checks, drafted in the total amount of \$263,800 were returned to DMV for insufficient funds. Management Services has secured \$169,773 in payments for 1,259 of these checks.

DMV collected \$274,159,960 in revenue during FY 2003 primarily through privilege tax and registration fee collection. Privilege taxes, which the state uses to match federal highway construction grants, accounted for \$167,722,905 of the total.

The Purchasing and Accounts Payable Unit oversees DMV's expenditures, facility maintenance, employee travel reimbursement training, and provides budgetary and administrative support. This unit has greatly enhanced DMV's purchasing efficiency by expanding its use of State Purchasing Cards.

Management Services oversaw extensive renovation of DMV offices, which included painting, expansions, and new carpeting.

Credit cards are now accepted at all DMV Regional Offices and at the main headquarters in Charleston. During the past fiscal year 39,573 transactions for \$5,831,952.77 were processed.

The Division's Commemorative NASCAR website was once again made available to the public. Fourteen different NASCAR and driver specific plates are now available on-line.

DMV's Call Center answered more than 456,000 customer inquiries during FY 2003.

AGENCY GROSS ANNUAL REVENUE

GROSS REVENUE (\$)

83	110,646,761	+3%
84	123,219,966	+11%
85	133,902,935	+9%
86	138,534,722	+3%
87	148,709,918	+7%
88	143,457,034	-4%
89	153,941,653	+7%
90	161,981,910	+5%
91	163,242,281	+1%
92	167,928,903	+3%
93	174,318,216	+4%
94	191,307,717	+10%
95	200,489,013	+5%
96	207,700,601	+4%
97	210,776,804	+1%
98	226,104,741	+7%
99	236,675,098	+4%
00	261,008,299	+10%
01	255,387,466	-2%
02	281,353,927	+4%
03	274,159,960	-2.5%

AGENCY REVENUE BY SOURCE

ROAD FUND	\$ FY 2002	\$ FY 2003
Registration fees	85,929,273	86,238,466
Privilege tax	172,471,532	167,722,905
Litter control fee	173,722	1,595,414
GENERAL REVENUE (Instruction permits)	76,290	63,965
	\$ FY 2002	\$ FY 2003
SPECIAL REVENUE		
Boat license (DMV)	783,877	188,747
Boat license (DNR)	782,855	188,740
International Registration Plan	3,940,390	2,864,717
Returned check fees	12,940	12,496
Insurance fees	849,774	855,478
Driver rehabilitation fees (mental health centers)	137,235	128,569
Hearing docket fees (DMV witness fees)	45,243	42,394
Driver license reinstatement	712,575	708,790
Special plates	402,254	401,014
Motorcycle safety (DMV) fund	218,778	216,971
Motorcycle safety (DPS) exam fund	64,203	80,020
CDL program (DMV)	772,992	793,251
Inspection of reconstructed vehicles	170,205	172,875

MANAGEMENT SERVICES

continued

AGENCY REVENUE BY SOURCE

	\$ FY 2002	\$ FY 2003
Voter Registration Fee (Secretary of State)	106,650	122,513
DMV/DNR Nongame Wildlife Fund (1 year)	204,188	257,850
DMV/DNR Nongame Wildlife Fund (2 year)	93,325	135,440
Ad Valorem	7,878,871	7,299,688
Ad Valorem Administrative Fund	97,909	74,216
Environmental Cleanup	3,638,346	3,504,859
Dealer Recovery Fund	220,500	262,835
Prior Year Expiring Funds	N/A	<u>227,747</u>
TOTAL REVENUE	281,353,927	274,159,960

AGENCY EXPENDITURES

	\$ FY 2002	\$ FY 2003
Personnel services	12,977,829	13,990,279
Increment pay	177,421	213,271
Fringe benefits	4,421,688	4,875,487
Operating/overhead	<u>22,364,844</u>	<u>21,687,456</u>
TOTAL EXPENDITURES	39,941,782	40,766,493